

Communications Industry
Consumer Contacts that Require Enhanced Processing
Presented by Utility Company, Category and Subcategory
August 2016

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLR6692	Airespring, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CEC3025	Alltel Communications, LLC	Service	Delayed Orders/Missed Appointments	1
			Total ICs	1
CER4458	AmeriMex Communications	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	9
		Billing	Bundled Services	2
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	19
		Billing	Other Charges	10
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	2
		Billing	Toll Dispute	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	20
		Lifeline	LLB Approved for Discount	7
		Lifeline	LLB Discount Switched to Other Carrier	9
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	2
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	17
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	2
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	8
Service	Refusal To Serve	5		
			Total ICs	130
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Billing	Slamming	1
		Service	Outage	1
			Total ICs	4

Utility Code	Utility Name	Category	Subcategory	Count
IEC5800	AT&T Long Distance	Billing	Other Charges	1
		Total ICs		1
CEC3014, CEC3021	AT&T Mobility	Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	6
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
		Total ICs		18
CLR7038	Bandwidth.Com Clec, LLC	Service	Outage	1
		Total ICs		1
CLC7118	Birch Communications	Service	Delayed Orders/Missed Appointments	1
		Total ICs		1
CLC6764, CLC7222	Blue Casa Telepone, LLC	Billing	Other Charges	1
		Total ICs		1
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
		Total ICs		6
CLC6878	Charter	Billing	High Bill	1
		Billing	Out of Service Credit - OOS	1
		Service	Outage	1
		Total ICs		3
CLC5698, IEC5698	Comcast Digital Phone	Billing	High Bill	1
		Policy and Practices	Safety	1
		Total ICs		2
CER4328	Consumer Cellular, Inc.	Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
		Total ICs		2
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Slamming	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	1
		Total ICs		4
CER4460	Cricket Wireless, LLC	Billing	Bill Adjustment	1
		Total ICs		1
CLC6226	Earthlink Business, LLC	Billing	Early Termination Fee - ETF	1
		Total ICs		1
CER4436	enTouch	Lifeline	LLB Federal Program/Equipment	1
		Total ICs		1

Utility Code	Utility Name	Category	Subcategory	Count
CLC1002, LEC1002	Frontier California Inc.	Billing	Bill Adjustment	19
		Billing	Bill Not Received	1
		Billing	Bundled Services	2
		Billing	Cramming	2
		Billing	Disputed Customer of Record	3
		Billing	Early Termination Fee - ETF	12
		Billing	High Bill	38
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	10
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	6
		Billing	Premise Visit Charges	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Safety	1
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	7
Service	Number Portability - Wireless or Landline	3		
Service	Outage	20		
Service	Refusal To Serve	3		
			Total ICs	149
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
IEC5786	Legacy Inmate Communications	Billing	Late Payment Charge - LPC	1
			Total ICs	1
CLC5941	Level 3 Communications, LLC	Billing	High Bill	1
			Total ICs	1
CER4442	Life Wireless	Lifeline	LLB Discount Switched to Other Carrier	1
			Total ICs	1
CEC3079	MetroPCS	Billing	Payment Error	1
			Total ICs	1
CLR6005	Peak Communications	Billing	Cramming	1
			Total ICs	1
CLC5502, IEC5502, CLR5502	Preferred Long Distance, Inc.	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
			Total ICs	3
IER7046	Silv Communication, Inc.	Billing	Slamming	1
			Total ICs	1
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	1
		Lifeline	LLB Address Error	5
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	6
		Policy and Practices	Abusive Marketing	2
		Service	Refusal To Serve	1
			Total ICs	25
IEC6996	Suddenlink Communications	Service	Outage	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	5
		Service	Dead Zones/Dropped Calls	1
		Total ICs		6
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	1
		Total ICs		3
CER4389, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Service	Disconnected In Error	1
		Total ICs		4
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Lifeline	LLB Application Request	1
		Total ICs		1
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Cramming	1
		Billing	High Bill	4
		Billing	Late Payment Charge - LPC	1
		Billing	MTS - Prepaid Mobile Telephony Services Su	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	2
		Total ICs		12
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Bill Adjustment	2
		Billing	Prepaid Phone Cards	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	7
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	18
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
		Total ICs		39
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Cramming	2
		Billing	High Bill	6
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Outage	2
		Total ICs		16
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	4
		Service	Disconnected In Error	1
		Total ICs		6
Total ICs Sent ¹				451

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.